ALCATEL onetouch Pop C5

5037E

Quick Start Guide

For more information about how to use the phone, please go to www.alcatelonetouch.com to download complete user manual. Moreover, from the website you can also consult FAQ, realize software upgrade, etc.

PROTECT YOUR HEARING

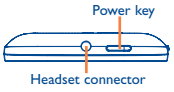
To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

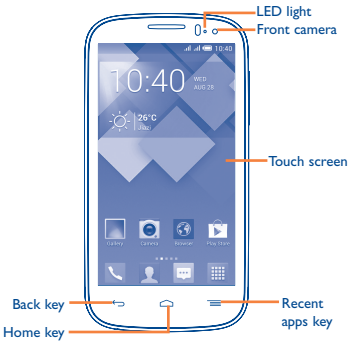
ALCATEL onetouch

English - CJB27E302AAA

Your mobile.....

1.1 Keys and connectors





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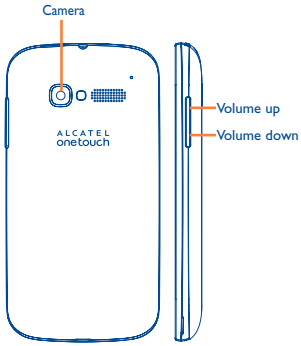

Recent apps key

- Touch: As **Menu** key, touch to access **Wallpaper**, **Manage applications** and **Settings**.
- Touch and hold: Open a list of thumbnail images of apps you've worked with recently. Touch it to open an app. Swipe it upwards or downwards to remove a thumbnail from the list.

Home key

- While on any application or screen, touch to return to the Home screen.

Back key

- Touch to go back to the previous screen, or to close a dialog box, options menu, the notification panel, etc.

Power key

- Press: Lock the screen/Light up the screen
- Press and hold: Show the pop-up menu to select from Power off/Restart/Airplane mode/Quick start
  Press and hold: Power on
- Press to mute the ringtone when there's an incoming call.
- Press and hold for more than 7 seconds to restart the phone when the system halted.
- Press and hold **Power** key and **Volume down** key to capture a screenshot.
- Press and hold **Power** key and **Volume up** key under power off mode to restore factory set.

Volume keys

- Under call mode, adjust the earpiece or headset volume.
- In Music/Video/Streaming mode, adjust the media volume.
- In general mode, adjust the ring tone volume.
- Mute the ringtone of an incoming call.
- In Camera mode, using it as the capture key allows you to take a photo.

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1.2 Getting started

1.2.1 Set-up

Removing or installing the back cover

Inserting or removing the SIM card

You must insert your SIM card to make phone calls. Please power off your phone before inserting or removing the SIM card.

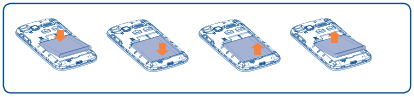
Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press and slide it out.

For dual SIM models, both SIM1 and SIM2 can support 2G and 3G networks, but when 3G SIM cards are inserted into both SIM1 and SIM2 slot at the same time, only SIM1 will support 3G network.

Your phone only support mini-SIM card. Do not attempt to insert other SIM type like micro and nano card, otherwise may cause phone damage.

Installing or removing the battery

Please power off your phone before removing the battery.

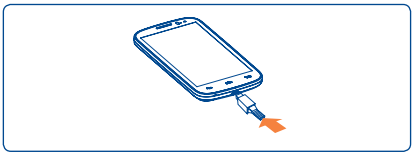


- Insert and click the battery into place, then close the cover.
- Unclip the cover, then remove the battery.

Installing the microSD card

To install, please insert the external microSD card into the slot with the gold contact facing down. To remove the external microSD card, gently press and slide it out.

Charging the battery



Connect the battery charger to your phone and mains socket respectively.

The charging status bar will not float if your battery is extendly consumed. To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug; switch off Wi-Fi, GPS, Bluetooth or background-running applications when not in use; reduce the backlight time, etc.

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1.2.2 Power on your phone

Hold down the **Power** key until the phone powers on. It will take some seconds before the screen lights up.

Set up your phone for the first time

The first time you power on the phone, you should set following options: language, input method, date & time, Google account, etc.

If you power on your phone with no SIM card inserted, you can connect to a Wi-Fi network to sign into your Google account and to use some features.

For dual SIM mode, you should select a SIM card or choose **Always ask** for voice call, messaging, etc.

1.2.3 Power off your phone

Hold down the **Power** key from the Home screen until the Phone options appear, select **Power off**.

1.3 Home screen

You can bring all the items (applications, shortcuts, folders and widgets) you love or use most frequently to your Home screen for quick access. Touch the **Home** key to switch to Home screen.

Status bar
- Status/Notification indicators
- Touch and drag down to open the notification panel.

Add a location to display local weather.

Favorite tray applications
- Touch to enter the application.
- Touch and hold to move or change applications.

Application tab
- Touch to open main menu.

Home screen is provided in an extended format to allow more space for adding applications, shortcuts etc. Slide the Home screen horizontally left and right to get a complete view of the Home screen. The white short line at the lower part of the screen indicates which screen you are viewing.

1.3.1 Using the touchscreen

Touch

To access an application, touch it with your finger.

Touch and Hold

Touch and hold the home screen to access the available options for setting the wallpaper.

Drag

Place your finger on any item to drag it to another location.

Slide/Swipe

Slide the screen to scroll up and down the applications, images, web pages… at your convenience.

Flick

Similar to swiping, but flicking makes it move quicker.

Pinch/Spread

Place your fingers of one hand on the screen surface and draw them apart or together to scale an element on the screen.

Rotate

Automatically change the screen orientation from portrait to landscape by turning the phone sideways to have a better view.

1.3.2 Status bar

From status bar, you can view both phone status (to the right side) and notification information (to the left side).

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Status icons

For dual SIM model, status icons referring to either SIM1 or SIM2 will be identified by a colour which you have defined. (1)

	GPRS connected		Roaming
	GPRS in use		No SIM card inserted
	EDGE connected		Vibrate mode
	EDGE in use		Ringer is silenced
	3G connected		Phone microphone is mute
	3G in use		Battery is very low
	HSPA (3G+) connected		Battery is low
	HSPA (3G+) in use		Battery is partially drained
	Connected to a Wi-Fi network		Battery is full
	Bluetooth is on		Battery is charging
	Connected to a Bluetooth device		Headset connected
	Airplane mode		No signal (gray)
	Alarm is set		Signal strength (blue)
	GPS is on		Receiving location data from GPS

(1) Define through **Settings\SIM management\SIM Information\ Set background color**.

Notification icons

	New text or multimedia message		Missed call
	Problem with SMS or MMS delivery		Call on hold
	New Hangouts message		Call forwarding is on
	New voicemail		Uploading data
	Upcoming event		Downloading data
	Data is synchronizing		Download finished
	Song is playing		Select input method
	Screenshot error		An open Wi-Fi network is available
	USB tethering is on		Phone is connected via USB cable
	Portable Wi-Fi hotspot is on		Radio is on
	Screenshot captured		System update available
	Carrier data use threshold approaching or exceeded		Connected to VPN
	Call in progress		

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Notification panel

Touch and drag down the Status bar to open the notification panel. Touch and drag up to close it. From the Notification panel, you can open items and other reminders indicated by notification icons or view wireless service information.

Touch to access **Quick setting bar**.

Touch one notification and slide it sideways to delete it.

Touch the icon to clear all event–based notifications (other ongoing notifications will remain).

Touch and then the Settings icon to access **Settings**.

Quick setting bar
- Touch icons to enable/disable functions or to change modes.

1.3.3 Search bar (1)

The phone provides a Search function which can be used to locate information within applications, the phone or the web.

1.3.4 Lock/Unlock your screen

To protect your phone and privacy, you can lock the phone screen by creating a variety of patterns, PIN or password etc.

(1) Depends on software version.

1.3.5 Personalize your Home screen

Add

Touch the application tab , touch and hold an application or a widget to activate the Move mode, and drag the item to any Home screen as you prefer.

Reposition

Touch and hold the item to be repositioned to activate the Move mode, drag the item to the desired position and then release. You can move items both on the Home screen and the Favorite tray. Hold the icon on the left or right edge of the screen to drag the item to another Home screen.

Remove

Touch and hold the item to be removed to activate the Move mode, drag the item up to the top of **Remove** icon, and release after the item turns red.

Create folders

To improve the organization of items (shortcuts or applications) on the Home screen and the Favorite tray, you can add them to a folder by stacking one item on top of another. To rename a folder, open it, touch the folder's title bar to input the new name.

Wallpaper customization

Touch and hold an empty area on the Home screen or touch **Settings\Display\Wallpaper** to customize wallpaper.

1.3.6 Application tab

Touch from the Home screen to enter applications list.

To return to the Home screen, touch the **Home** key.

Consult recently-used applications

To consult recently-used applications, you can touch and hold the **Recent apps** key. Touch a thumbnail in the window to open the related application.Touch one thumbnail and slide it upwards or downwards to delete it.

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1.3.7 Volume adjustment

You can set ringer, media and phone ringtone volume to your preference by pressing **Volume up/down** key or touching **Settings\ Sound**.

1.4 Applications and widgets list

The list contains all pre-embedded and newly installed applications and widgets.

To access the list, touch from the Home screen. To return to the Home screen, touch the **Home** key or the **Back** key.

Touch the icon to access the Google Play Store.

2 Text input .....

2.1 Using Onscreen Keyboard

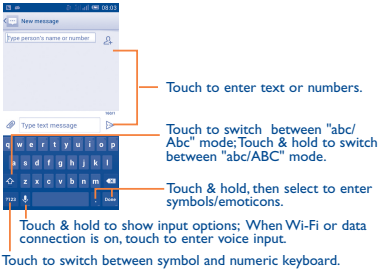
Onscreen Keyboard settings

Touch application tab from the home screen, select **Settings\ Language & input**, touch the Settings icon on the right of **Android keyboard**, a series of settings are available for your selection.

Adjust the Onscreen Keyboard orientation

Turn the phone sideways or upright to adjust the Onscreen Keyboard orientation. You can also adjust it by changing the settings (Touch **Settings\Display\Orientation**).

2.1.1 Android keyboard


Touch to enter text or numbers.
Touch to switch between "abc/ Abc" mode; Touch & hold to switch between "abc/ABC" mode.
Touch & hold, then select to enter symbols/emoticons.
Touch & hold to show input options; When Wi-Fi or data connection is on, touch to enter voice input.
Touch to switch between symbol and numeric keyboard.

2.2 Text editing

You can edit the text you have entered.

- Touch and hold or double-tap within the text you would like to edit.
- Drag the tap to change the high-lighted selection.
- Following options will show: **Select all** , **Cut** , **Copy** and **Paste** .
- Touch the icon to confirm.

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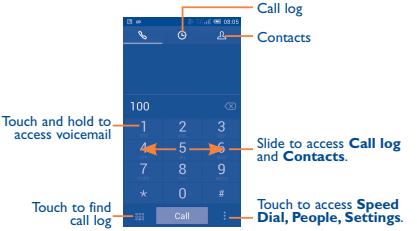
3 Phone call .....

3.1 Placing a call

You can easily launch a call using **Phone.** Touch Application tab from the Home screen and select **Phone**.



Enter the desired number from the keyboard directly or select a contact from **Contacts** or **Call log** by sliding or touching tabs, then touch **Call** to place the call.

The number you entered can be saved to **Contacts** by touching ⋮ and selecting **Add to Contacts.**

If you make a mistake, you can delete the incorrect digits by touching ⌫.

To hang up a call, touch **End**.

3.2 Answering or rejecting a call

When you receive a call, touch .

- Slide rightward to answer;
- Slide leftward to reject;
- Slide upward to reject the call by sending a preset message.

To mute the incoming calls, press the **Volume up/down** key or turn the phone face down if **Turn over to mute** is activated. To activate, touch **Settings\Gestures\Turn over to mute**.

3.3 Consulting your call memory

You can access your call memory by touching from the Dial screen to view call history in categories of Incoming calls, Outgoing calls, and Missed calls.

3.4 Speed dial settings

You can access this setting screen by touching ⋮ and then **Speed Dial** on Dial screen, then select contacts to define 2-9 screen keys as a speed dialer. Touch ⊖ to remove contacts from speed dial.

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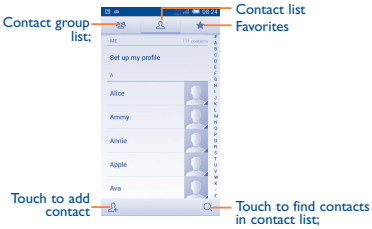
4 People .....

You can view and create contacts on your phone and synchronize these with your Gmail contacts or other applications on the web or on your phone.

4.1 Adding a contact

Touch Application tab on the Home screen, select **People** app, then touch the icon in the contact list to create a new contact.



4.2 Importing, exporting and sharing contacts

From Contacts screen, touch to open options menu, touch **Import/Export**, then select to import/export contacts from/to SIM card, Phone, SD card, Phone storage, etc.

To import/export a single contact from/to SIM card, choose an account and target SIM card(s), select the contact you want to import/export, and touch to confirm.

To import/export all contacts from/to SIM card, choose an account and target SIM card(s), touch **Select all** and touch to confirm.

You can share a single contact or contacts with others by sending the contact's vCard to them via Bluetooth, Gmail, etc.

Touch a contact you want to share, touch and **Share** from contact details screen, then select the application to perform this action.

4.3 Synchronizing contacts in multiple accounts

Contacts, data or other information can be synchronized from multiple accounts, depending on the applications installed on your phone.

5 Messaging.....

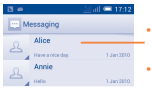
You can create, edit and receive SMS and MMS with this phone.

To access this feature, touch Application tab from the Home screen, then select **Messaging**.

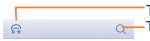
All messages you receive or send out can be saved in phone memory or SIM card. To consult the SMS messages stored in SIM card, touch from Messaging screen, then touch **Settings\Text messages(SMS)\Manage SIM messages**.

5.1 Write message

On message list screen, touch the new message icon to write text/multimedia messages.



- Touch to view the whole message thread.
- Touch & hold message threads to delete messages or to add shortcut.



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Sending a text message

Enter the mobile phone number of the recipient on **Type person's name or number** bar or touch to add recipients, touch **Type text message** bar to enter the text of the message. When finished, touch to send the text message.

An SMS of more than 160 characters will be charged as several SMS. Specific letters (accent) will also increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

Sending a multimedia message

MMS enables you to send video clips, images, photos, animations, slides and audio to other compatible phones and e-mail addresses.

An SMS will be converted to MMS automatically when media files (image, video, audio, slides, etc.) are attached or Subject or email addresses are added.

6 Email .....

Besides your Gmail account, you can also set-up external POP3 or IMAP email accounts in your phone.

To access this function, touch Application tab from Home screen, then select **Email**.

An email wizard will guide you through the steps to set-up an email account.

- Enter the email address and password of the account you want to set-up.
- Touch **Next**. If the account you entered is not provided by your service provider in the phone, you will be prompted to go to the email account settings screen to enter settings manually. Or you can touch **Manual setup** to directly enter the incoming and outgoing settings for the email account you are setting up.
- Enter the account name and display name in outgoing emails.
- To add another email account, you can touch and **Settings**. Touch **ADD ACCOUNT** on the right of the title to create.

To create and send emails

- Touch the icon from Inbox screen.
- Enter recipient(s) email address(es) in **To** field.
- If necessary, touch and touch **Add Cc/Bcc** to add a copy or a blind copy to the message.
- Enter the subject and the content of the message.
- Touch , touch **Attach file** to add an attachment.
- Finally, touch to send.
- If you do not want to send the mail right away, you can touch and **Save draft** or touch **Back** key to save a copy.

7 Mobile TV.....

You can watch Mobile TV with this phone.

To access this feature, touch Application tab from main menu screen, then select **Mobile TV**.

You can plug in headset first before touch it or choose switch to speaker.

When first use Mobile TV, you'd better set your region correctly in order to watch programs in a better way. You can adjust the volume, search for channel, etc.

8 Getting connected.....

To connect to the Internet with this phone, you can use GPRS/EDGE/3G networks or Wi-Fi, whichever is most convenient.

8.1 Connecting to the Internet

8.1.1 GPRS/EDGE/3G

The first time you turn on your phone with SIM card inserted, it will automatically configure network service: GPRS, EDGE or 3G. If the network is not connected, you can touch on Quick setting bar.

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To check the network connection you are using, touch Application tab on the Home screen, then touch **Settings\More...\Mobile networks\Access Point Names** or **Network operators.**

8.1.2 Wi-Fi

Using Wi-Fi, you can connect to the Internet when your phone is within range of a wireless network. Wi-Fi can be used on the phone even without a SIM card inserted.

To turn Wi-Fi on and connect to a wireless network

- Touch on Quick setting bar to get to **Settings**.
- Touch the switch beside Wi-Fi to turn on/off Wi-Fi.
- Touch **Wi-Fi**, detailed information of all detected Wi-Fi networks is displayed in the Wi-Fi networks section.
- Touch a Wi-Fi network to connect to it. If the network you selected is secured, you are required to enter a password or other credentials (contact network operator for details). When finished, touch **Connect**.

8.2 Browser

Using Browser, you can enjoy surfing the Web.

To access this function, touch Application tab from Home screen, then touch **Browser.**

To go to a web page

On Browser screen, touch the URL box at the top, enter the address of the web page, then touch Go to confirm.

8.3 Connecting to a computer

With the USB cable, you can transfer media files and other files between micro SD card/internal storage and computer.

Before using MTP (Media device) or PTP (Camera) you should firstly mark **USB debugging**.

- To access this function, touch **Settings\About phone**, then touch **Build number** 7 times. Now you may touch **Settings\ Developer options\USB debugging**.

To connect/disconnect your phone to/from the computer:

- Use the USB cable that came with your phone to connect the phone to a USB port on your computer. You will receive a notification that the USB is connected.
- If you use mass storage, open the Notification panel and touch **USB connected**, then touch **Mount** in the dialog that opens to confirm that you want to transfer files.
- If you use MTP or PTP, your phone will be automatically connected.

To disconnect (from mass storage):

- Unmount the microSD card on your computer.
- Open the Notification panel and touch **Turn off**.

For the operating system Windows XP or lower, you should download and install Windows Media Player 11 on your computer from the following link: http://windows.microsoft.com/en-in/windows/windows-media-player.

To locate the data you have transferred or downloaded in the internal storage:

- Touch Application tab from the Home screen to open the applications list.
- Touch **File Manager.**

All data you have downloaded is stored in **File Manager**, where you can view media files (videos, photos, music and others), rename files, install applications into your phone, etc.

8.4 Sharing your phone's mobile data connection

You can share your phone's mobile data connection with a single computer via a USB cable (USB tethering) or with up to eight devices at once by turning your phone into a portable Wi-Fi hotspot.

To turn on USB tethering or Portable Wi-Fi hotspot

- Touch on Quick setting bar to get to **Settings.**
- Touch **More...\Tethering & portable hotspot**.
- Mark the checkbox of **USB tethering** or turn on **Wi-Fi hotspot** to activate this function.

These functions may incur additional network charges from your network operator. Extra fees may also be charged in roaming areas. You can check data usage by touching **Settings\Data usage**.

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9 Locate my location using GPS satellites

To activate your phone's global positioning system (GPS) satellite receiver:

- Touch on Quick setting bar to get to **Settings**.
- Touch **Location access.**
- Mark the checkbox of **Access to my location**, then the Switch besides **GPS satellites** will be automatically on.

Find your location by opening Maps:

Use your phone's GPS satellite receiver to pinpoint your location within an accuracy as close as several meters ("street level"). The process of accessing the GPS satellite and setting your phone's precise location for the first time will require up to 5 minutes. You will need to stand in a place with a clear view of the sky and avoid moving. After this, GPS will only need 20-40 seconds to identify your precise location. Then you can start the navigation to find the target location.

10 Data backup .....

This phone enables you to back up your phone's settings and other application data to Google Servers, with your Google Account.

If you replace your phone, the settings and data you've backed up are restored onto the new phone the first time you sign in with your Google Account.

To activate this function:

- Touch on Quick setting bar to get to **Settings**.
- Touch **Backup and reset\Back up my data** to mark the checkbox.

Activated this function, a wide variety of settings and data are backed up, including your Wi-Fi passwords, bookmarks, a list of the applications you've installed, the words you've added to the dictionary used by the onscreen keyboard, and most of the settings that you configure with the Settings application. If you deactivated this option, you stop backing up your settings, and any existing backups are deleted from Google Servers.

11 Factory data reset

To activate factory data reset:

- Touch on Quick setting bar to get to **Settings**.
- Touch **Backup and reset\Factory data reset**
- Touch **Reset phone\Erase everything**

Phone reset will erase all of your personal data from internal phone storage, including information about your Google Account, any other accounts, your system and application settings, and any downloaded applications. Resetting the phone does not erase any system software updates you've downloaded. If you reset the phone in this way, you're prompted to re-enter the same kind of information as when you first started Android.

When you are unable to power on your cellphone, there is another way to perform a factory data reset by pressing the **Volume up** key and the **Power** key at same time until the screen lights up.

12 Applications & Internal storage .....

12.1 Applications

With this phone, some built-in Google applications and other third party applications are available for your convenience.

With the built-in applications, you can

- Communicate with friends

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- Exchange messages or emails with friends
- Track your location, view traffic situations, search for locations and get navigation information to your destination
- Download more applications from Google Play Store and more.

For more information about these applications, please check user manual online: www.alcatelonetouch.com.

12.2 Internal storage

Touch **Settings\Storage** to display the amount of internal phone storage used by the operating system, its components, applications (including those you downloaded), permanent and temporary data.

All personal music, pictures, applications, and files will be saved in internal phone storage if no external SD card is inserted.

If a warning message comes up saying that phone memory is limited, you are required to free up space by deleting some unwanted applications, downloaded files, etc.

13 Making the most of your phone.....

You can download software upgrade for free from the website (www.alcatelonetouch.com).

13.1 ONE TOUCH Center

ONE TOUCH Center includes:

- **Contacts**
  It allows you to back up contact entries so that you don't have to worry about losing, breaking, switching phones or changing service providers.
- **Messages**
  It frees you from painstakingly inputting text on the keypads. All of your messages are easily accessible and well-organized.

- **Photos**
  It allows you to easily import photos from PC or the handset and organize them in different albums for better management.
- **Videos**
  It allows you to insert video files from PC for playback and then upload to handset folder.
- **Music**
  It allows you to quickly search your favorites in PC, manage the ultimate Library, and enjoy the easiest digital jukebox in your own mobile way.
- **Application**
  It allows you to import downloaded mobile applications and have them installed into your handset upon synchronization.
- **Backup**
  It allows you to back up your contacts, messages, calendar, photos and applications, then import the backup files to your phone.

Supported Operating Systems

Windows XP/Vista/Windows 7.

13.2 Upgrade

You can use Mobile Upgrade tool or FOTA Upgrade tool to update your phone's software.

13.2.1 Mobile Upgrade

Download Mobile Upgrade from ALCATEL ONE TOUCH website (www.alcatelonetouch.com) and install it on your PC. Launch the tool and update your phone by following the step by step instructions (refer to the User Guide provided together with the tool). Your phone's software will now have the latest software.

All personal information will be permanently lost following the update process. We recommend you backup your personal data using ONE TOUCH Center before upgrading.

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13.2.2 FOTA Upgrade

Using FOTA Upgrade tool you can update your phone's software.

To access **System Updates**, please open notification panel and touch and then , then press **About phone\System updates**. Or you can directly touch and access **Settings\About phone\System updates**. Touch **Check for updates**, and the phone will search for the latest software. If you want to update the system, please touch the button **Download**, after it's done please touch **Install** to complete the upgrade. Now your phone's software will have the latest version.

You should turn on data connection before searching for updates. Settings for auto-check intervals and reminders about upgrades are also available once you restart the phone.

If you have chosen auto-check, when the system discovers the new version, the icon will appear in the status bar. Touch the notification to access the **System Updates** directly.

During FOTA downloading or updating, to avoid errors in locating the correct update packages, do not change your default storage location.

Safety and use.....

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

• TRAFFIC SAFETY:

Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their mobile when the vehicle is not parked.

When driving, do not use your phone and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your phone on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from mobile phone RF energy.

• CONDITIONS OF USE:

You are advised to switch off the telephone from time to time to optimise its performance.

Switch the phone off before boarding an aircraft.

Switch the phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile telephones can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the handset away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

Do not let children use the phone and/or play with the telephone and accessories without supervision.

When replacing the cover please note that your phone may contain substances that could create an allergic reaction.

Always handle your phone with care and keep it in a clean and dust-free place.

Do not allow your phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc). The manufacturer's recommended operating temperature range is -10°C to +55°C.

At over 55°C the legibility of the phone's display may be impaired, though this is temporary and not serious.

Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your phone for emergency calls.

Do not open, dismantle or attempt to repair your mobile phone yourself.

Do not drop, throw or bend your mobile phone.

Do not use the phone if the glass made screen, is damaged, cracked or broken to avoid any injury.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Limited and its affiliates and are compatible with your phone model. TCT Mobile Limited and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Remember to make back-up copies or keep a written record of all important information stored in your phone.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

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Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep.
- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.

PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

• PRIVACY:

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile telephone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

• BATTERY:

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble or cause a short-circuit in a battery.
- Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 60°C.

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCT Mobile Limited and/or its affiliates.

This symbol on your telephone, the battery and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centres with specific bins for these items of equipment
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

In non European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

• CHARGERS

Mains powered chargers will operate within the temperature range of: 0°C to 40°C.

The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the ecodesign directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

• RADIO WAVES:

Specific Absorption Rate (IEEE)

THIS MOBILE PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your mobile phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio-frequency (RF) energy. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. These guidelines include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

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The exposure standard for mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by public authorities such as the Federal Communications Commission of the US Government (FCC), or by Industry Canada, is 1.6 W/kg averaged over 1 gram of body tissue. Tests for SAR are conducted using standard operating positions with the mobile phone transmitting at its highest certified power level in all tested frequency bands.

Although the SAR is determined at the highest certified power level, the actual SAR level of the mobile phone while operating can be well below the maximum value. This is because the mobile phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output of the mobile phone. Before a mobile phone model is available for sale to the public, compliance with national regulations and standards must be shown. The highest SAR value for this model mobile phone when Tested is 0.699 W/kg for use at the ear and 1.44 W/kg for use close to the body. While there may be differences between the SAR levels of various mobile phones and at various positions, they all meet the government requirement for RF exposure. For body-worn operation, the mobile phone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 10 mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site: http://www.phonefacts.net

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of mobile phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep mobile phones away from the head and body. (fact sheet n°193). Additional WHO information about electromagnetic fields and public health are available on the following website: http://www.who.int/peh-emf.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

For the receiver devices associated with the operation of a licensed radio service (e.g. FM broadcast), they bear the following statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

For other devices, they bear the following statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference

(2) this device must accept any interference received, including interference that may cause undesired operation.

Your mobile phone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or usb data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the mobile phone at least 10 mm away from the body.

Specific Absorption Rate (ICNIRP)

Proof of compliance with international standards (ICNIRP) or with European Directive 1999/5/EC (R&TTE) is required of all mobile phone models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

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5037E:

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM 900 + Bluetooth + Wi-Fi	0.472 W/kg
Body-worn SAR	UMTS2100 + Bluetooth + Wi-Fi	0.839 W/kg

During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 10 mm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body.

If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the phone the indicated distance away from the body.

Organizations such as the World Health Organization and the US Food and Drug Administration have stated that if people are concerned and want to reduce their exposure they could use a hands-free device to keep the phone away from the head and body during phone calls, or reduce the amount of time spent on the phone.

For more information you can go to www.alcatelonetouch.com

Additional information about electromagnetic fields and public health are available on the following site: http://www.who.int/peh-emf.

Your telephone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or usb data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 10 mm away from the body.

• Regulatory information

The following approvals and notices apply in specific regions as noted.

TCT Mobile

TCT Mobile Europe SAS
55 Avenue des Champs Pierreux,
Immeuble Le Capitole 92000 Nanterre, France
+33 1 46 52 61 00

EC declaration of conformity / Déclaration de conformité CE

Product / Produit : HSDPA/HSUPA/UMTS tribands / GSM quad bands handheld station with Bluetooth technology, WiFi and FM radio / Portatif HSDPA/HSUPA/UMTS tribands / GSM quadribandes avec technologie Bluetooth, Wifi et radio FM

Product identification / Identification du produit :
ALCATEL ONE TOUCH 5037E type Yaris-4.5 US 2SIM DTV

We / Nous TCT Mobile Europe SAS
55, avenue des Champs Pierreux
92000 Nanterre
France

Declare under our sole responsibility that the product above mentioned is conform to the applicable essential requirements of the directive 1999/5/EC and that all essential radio test suites have been carried out. *Conformity assessment procedure : annex IV of the directive, / déclarons sous notre entière responsabilité que le produit ci-deasus est en conformité avec les exigences essentielles applicables de la directive 1999/5/CE et que toutes les séries d'essais radio essentielles ont été effectuées. Procédure d'évaluation de conformité : annexe IV de la directive.*

Applied standards / Normes appliquées :

- Item 3.1.a (protection of the health and of the safety of the user) / *Article 3.1.a (protection de la santé et de la sécurité de l'utilisateur)*
  - EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011
  - EN 62209-1 (2006)
  - EN 62209-2 (2010)
  - EN 50 360: 2001/AC:2006, Council recommendation 1999/519/EC (July 99)
- Item 3.1.b (protection requirements with respect to electromagnetic compatibility) / Article 3.1.b (exigences de protection en ce qui concerne la compatibilité électromagnétique)
  - EN 301 489-1 v.1.9.2 (2011-09), EN 301 489-3 .1.4.1 (2002-08), EN 301 489-7 v.1.3.1 (2005-11) , EN 301 489-17 v.2.1.1 (2009-05), EN 301 489-24 V1.5.1 (2010-10), EN 55013:2001 +A1:2003 + A2:2006, EN 55020:2007+ A11:2011
- Item 3.2 (effective use of spectrum so as to avoid harmful interferences) / *Article 3.2 (utilisation efficace du spectre radioélectrique de façon à éviter les interférences dommageables)*
  - EN 301 511 v.9.0.2 (2003-03), EN 301 908-1 v.5.2.1 (2011-05), EN 301 908-2 v.5.2.1 (2011-07) , EN 300 328 v.1.7.1 (2006-10), EN 300 440-1 v1.6.1 (2010-08), EN 300 440-2 v1.4.1(2010-08)

This product also conforms to the applicable requirements of following directives, / *Ce produit est en conformité avec la directive,*

- directive 2011/65/EU (RoHS - restriction of the use of certain hazardous substances)

This product can connect with a Common Mobile Phone Charger which complies with below standards: (Ce produit peut être utilisé avec un chargeur universel pour téléphone portable conforme aux standards suivants :)

- EN301 489-34 v1.1.1 (2010-10)
- EN301 489-34 v1.3.1 (2012-05)
- EN 62684:2010

The chargers delivered with this product also conform to the applicable requirements of the directive 2009/125/EC(Energy Related Product) / Les chargeurs livrés avec ce produit est en conformité avec la directive 2009/125/EC(écoconception des produits)

Conformity of this product has been reviewed by the following Notified body of directive 1999/5/EC / *La conformité de ce produit a été vérifiée par l'organisme de certification (notify body) suivant.*

American Certification Body, Inc.
Suite C110, Whittier Avenue 6731, 22101 McLean, Virginia, United States
Identification number: 1588
Date :2013-09-20
Signature

TCT Mobile Europe SAS / Capital 23 031 072 euros

CE 1588

TCT Mobile Europe SAS – Siège social : 55 Avenue des Champs Pierreux, Immeuble Le Capitole 92000 Nanterre France
SAS au capital de 23 031 072 euros - RCS Nanterre B 440 038 222 - Siret 440 038 222 000 38 APE 4652Z

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• LICENCES

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5037E Bluetooth QD ID B021282

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The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License (the text will show when you touch and hold **Google legal** in **Settings\About phone\Legal information**) [1].

You have purchased a product which uses the open source (http://opensource.org/) programs mtd, msdosfs, netfilter/iptables and initrd in object code and other open source programs licensed under the GNU General Public License and Apache License.

We will provide you with a complete copy of the corresponding source codes upon request within a period of three years from the distribution of the product by TCT.

You may download the source codes from http://sourceforge.net/projects/alcatel/files/. The provision of the source code is free of charge from internet.

[1] It may not available according to the countries.

General information .....

- **Internet address:** www.alcatelonetouch.com
- **Hot Line Number:** see "TCT Mobile Services" leaflet or go to our website.
- **Address:** Room 1910-12A, Tower 3, China HK City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong

On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

An electronic version of this user guide is available in English and other languages according to availability on our server: **www.alcatelonetouch.com**

Your telephone is a transceiver that operates on GSM in quad-band (850/900/1800/1900) MHz or UMTS in triple-band (850/1900/2100) MHz.

CE 1588

This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The entire copy of the Declaration of Conformity for your telephone can be obtained through our website: www.alcatelonetouch.com.

Protection against theft [1]

Your telephone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your telephone by entering * # 0 6 # and keep it in a safe place. It may be requested by the police or your operator if your telephone is stolen. This number allows your mobile telephone to be blocked preventing a third person from using it, even with a different SIM card.

Disclaimer

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your telephone or specific operator services.

TCT Mobile shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively. This handset may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this handset ("Third Party Materials"). All third party materials in this handset are provided "as is", without warranty of any kind, whether express or implied, including the implied warranties of merchantability, fitness for a particular purpose or use/third party application, interoperability with other materials or

[1] Contact your network operator to check service availability.

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applications of the purchaser and non-infringement of copyright. The purchaser undertakes that TCT Mobile has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and handsets in complying with Intellectual Property rights. TCT Mobile will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this handset or in interaction with any other devices of the purchaser. To the maximum extent permitted by law, TCT Mobile disclaims all liability for any claims, demands, suits or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by TCT Mobile, may be subject to paid updates and upgrades in the future; TCT Mobile waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. The availability of the applications may vary depending on the countries and the operators where the handset is used; in no event shall the list of possible applications and software provided with the handsets be considered as an undertaking from TCT Mobile; it shall remain merely as information for the purchaser. Therefore, TCT Mobile shall not be held responsible for the lack of availability of one or more applications wished for by the purchaser, as its availability depends on the country and the operator of the purchaser. TCT mobile reserves the right at any time to add or remove Third Party Materials from its handsets without prior notice; in no event shall TCT Mobile be held responsible by the purchaser for any consequences that such removal may have on the purchaser regarding the use or attempt to use such applications and Third Party Materials.

Warranty.....

Your phone is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months [1] from the date of purchase as shown on your original invoice.

Batteries [2] and accessories sold with your phone are also warranted against any defect which may occur during the first six (6) months [1] from the date of purchase as shown on your original invoice.

In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

[1] The warranty period may vary depending on your country.

[2] The life of a rechargeable mobile phone battery in terms of conversation time standby time, and total service life, will depend on the conditions of use and network configuration. Batteries being considered expendable supplies, the specifications state that you should obtain optimal performance for your phone during the first six months after purchase and for approximately 200 more recharges.

If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired phone and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs.

This warranty shall not apply to defects to your phone and/or accessory due to (without any limitation):

1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used,
2) Connection to any equipment not supplied or not recommended by TCT Mobile Limited,
3) Modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates or your vendor,
4) Modification, adjustment or alteration of software or hardware performed by individuals not authorized by TCT Mobile Limited,
5) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation…

Your phone will not be repaired in case labels or serial numbers (IMEI) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

In no event shall TCT Mobile Limited or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

Troubleshooting.....

Before contacting the service centre, you are advised to follow the instructions below:

- You are advised to fully charge ( ) the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.

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- Use **Factory data reset** and Mobile Upgrade tool to perform phone formatting or software upgrading (to reset factory data, hold down the **Power** key and the **Volume up** key at the same time under power off mode). ALL User phone data: contacts, photos, messages and files, downloaded applications will be lost permanently. It is strongly advised to fully backup the phone data and profile via ONE TOUCH Center before doing formatting and upgrading.

and carry out the following checks:

My phone is frozen or cannot be switched on
- Check the battery contacts, remove and reinstall your battery, then turn your phone on.
- Check the battery power level, charge for at least 20 minutes.
- Press and hold **Power** key for more than 7 seconds to try to restart.
- If it still does not work, please reset the phone using the **Power** key and the **Volume up** key.
- If it still does not work, please use Factory data reset to reset the phone or FOTA/Mobile Upgrade to upgrade software.

My phone has not responded for several minutes
- Restart your phone by pressing and holding the **Power** key.
- Remove the battery and re-insert it, then restart the phone
- If it still does not work, please use Factory data reset to reset the phone or FOTA/Mobile Upgrade to upgrade software.

My phone turns off by itself
- Check that your screen is locked when you are not using your phone, and make sure the **Power** key is not mis-contacted due to unlocked screen.
- Check the battery charge level.
- If it still does not work, please use Factory data reset to reset the phone or FOTA/Mobile Upgrade to upgrade software.

My phone cannot charge properly
- Make sure you are using an ALCATEL ONE TOUCH battery and the charger from the box.
- Make sure your battery is inserted properly and clean the battery contact if it's dirty. It must be inserted before plugging in the charger.
- Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.
- Make sure charging is carried out under normal conditions (0°C to +40°C).
- When abroad, check that the voltage input is compatible.

My phone cannot connect to a network or "No service" is displayed
- Try connecting in another location.
- Verify the network coverage with your operator.
- Check with your operator that your SIM card is valid.
- Try selecting the available network(s) manually
- Try connecting at a later time if the network is overloaded.

My phone cannot connect to the Internet
- Check that the IMEI number (press *#06#) is the same as the one printed on your warranty card or box.
- Make sure that the internet access service of your SIM card is available.
- Check your phone's Internet connecting settings.
- Make sure you are in a place with network coverage.
- Try connecting at a later time or another location.

Invalid SIM card
- Make sure the SIM card has been correctly inserted (see "Inserting or removing the SIM card").
- Make sure the chip on your SIM card is not damaged or scratched.
- Make sure the service of your SIM card is available.

Unable to make outgoing calls
- Make sure you have dialed a valid number and have touched **Call**.
- For international calls, check the country and area codes.
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your operator (credit, SIM card valid, etc.).
- Make sure you have not barred outgoing calls.
- Make sure that your phone is not in airplane mode.

Unable to receive incoming calls
- Make sure your phone is switched on and connected to a network (check for overloaded or unavailable network).
- Check your subscription status with your operator (credit, SIM card valid, etc.).
- Make sure you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your phone is not in airplane mode.

The caller's name/number does not appear when a call is received
- Check that you have subscribed to this service with your operator.
- Your caller has concealed his/her name or number.

I cannot find my contacts
- Make sure your SIM card is not broken.
- Make sure your SIM card is inserted properly.
- Import all contacts stored in SIM card to phone.

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The sound quality of the calls is poor

- You can adjust the volume during a call by pressing the **Volume Up/Down** key.
- Check the network strength .
- Make sure that the receiver, connector or speaker on your phone is clean.

I am unable to use the features described in the manual

- Check with your operator to make sure that your subscription includes this service.
- Make sure this feature does not require an ALCATEL ONE TOUCH accessory.

When I select a number from my contacts, the number cannot be dialed

- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country prefix when calling a foreign country.

I am unable to add a contact in my contacts

- Make sure that your SIM card contacts are not full; delete some files or save the files in the phone contacts (i.e. your professional or personal directories).

My callers are unable to leave messages on my voicemail

- Contact your network operator to check service availability.

I cannot access my voicemail

- Make sure your operator's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

I am unable to send and receive MMS

- Check your phone memory availability as it might be full.
- Contact your network operator to check service availability and check MMS parameters.
- Verify the server centre number or your MMS profile with your operator.
- The server centre may be swamped, try again later.

SIM card PIN locked

- Contact your network operator to obtain the PUK code (Personal Unblocking Key).

I am unable to connect my phone to my computer

- Install ONE TOUCH Center.
- Check that your USB driver is installed properly.
- Open the Notification panel to check if the ONE TOUCH Center Agent has been activated.
- Check that you have marked the checkbox of USB debugging.
- Check that your computer meets the requirements for ONE TOUCH Center Installation.
- Make sure that you're using the right cable from the box.

I am unable to download new files

- Make sure there is sufficient phone memory for your download.
- Select the microSD card as the location to store downloaded files.
- Check your subscription status with your operator.

The phone cannot be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your phone is visible to other users.
- Make sure that the two phones are within Bluetooth's detection range.

How to make your battery last longer

- Make sure you follow the complete charge time (minimum 2.5 hours).
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- Adjust the brightness of screen as appropriate
- Extend the email auto-check interval for as long as possible.
- Update news and weather information on manual demand, or increase their auto-check interval.
- Exit background-running applications if they are not being used for a long time.
- Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

The phone will become warm following prolonged calls, game playing, internet surfing or running other complex applications.

- This heating is a normal consequence of the CPU handling excessive data. Ending above actions will make your phone return to normal temperatures.

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All "Signature" ringtones embedded in this phone have been composed, arranged and mixed by NU TROPIC (Amar Kabouche).

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